

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Division of Comprehensive Psychiatric Services - Crisis Intervention Services/Access Crisis Intervention (ACI)

The Division of Comprehensive Psychiatric Services conducts crisis intervention as part of the services that it provides. This year, the annual consumer satisfaction survey of the Department of Mental Health included on the Division of Comprehensive Psychiatric Services forms, five questions that related to the crisis intervention service. Respondents were asked *how satisfied* they were:

- that the crisis staff responded promptly to your needs
- that the crisis staff was courteous, friendly, and understanding
- with how the crisis staff know about how to get things done
- that you got the help you needed
- with the overall crisis services you received

The respondents were asked to rate each item on a five point scale (1 = *not at all satisfied* ... 5 = *very satisfied*). This report will describe the findings for these five items.

Demographics of the Sample

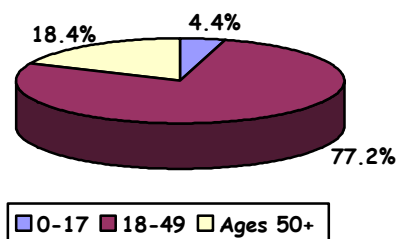
The sample consumers whose data is used in this report included individuals who responded that they utilized the crisis services. This group consisted of 866 consumers, 31.4% male and 68.6% female. Their racial/ethnic background was primarily Caucasian (88.4%). African Americans constituted 7.9% of the sample and Native Americans 1.3%. Table 1 presents these findings.

Table 1. Racial Background

Race/Ethnicity	No.	Percent
Caucasian	759	88.4%
African American	68	7.9%
Hispanic	7	0.8%
Native American	11	1.3%
Pacific Islander	2	0.2%
Other	12	1.4%

The ages ranged from 4 years to over 50 years of age with a mean age of 39.91 years. A family member completed one form for a four-year-old child. A consumer form was completed by a four-year-old child. It is assumed the child was assisted by their family. Figure 1 presents the age ranges of those who used crisis services.

Figure 1. Age Range of Those Using Crisis Services



Responses for Consumers

The consumers of the Division of Comprehensive Psychiatric Services rated crisis services at least at a high *okay* rating. (See Table 2.) All ratings were similar. The highest rating occurred for the item *that the crisis staff was courteous, friendly, and understanding*, where 69.0% rated themselves as *satisfied* or *very satisfied* with the services. The lowest rating (a mean of 3.70) was found for the item *that the crisis staff responded promptly to your needs*. Here 59.6% noted that they were at least *satisfied* with the services.

Table 2. CPS Frequency Table for Consumers

<i>How satisfied are you...</i>	Not at all Satisfied	Not Satisfied	Okay	Satisfied	Very Satisfied	Mean(a)
That the crisis staff responded promptly to your needs?	71 (8.0%)	66 (7.4%)	223 (25.1%)	225 (25.3%)	305 (34.3%)	3.70
That the crisis staff was courteous, friendly, and understanding?	49 (5.6%)	53 (6.0%)	172 (19.5%)	238 (27.0%)	370 (42.0%)	3.94
With how the crisis staff knew about how to get things done?	67 (7.7%)	69 (7.9%)	205 (23.5%)	223 (25.5%)	310 (35.5%)	3.73
That you got the help you needed?	81 (9.2%)	76 (8.7%)	177 (20.2%)	221 (25.2%)	323 (36.8%)	3.72
With the overall crisis services you received?	64 (7.3%)	71 (8.1%)	181 (20.5%)	225 (25.5%)	340 (38.6%)	3.80
(a) Scale: 1=Not at all Satisfied . . . 5=Very Satisfied.						

The responses for each of the three audiences of the Division of Comprehensive Psychiatric Services were analyzed separately: (1) CPRC Consumers; (2) Non-CPRC Consumers; and (3) Children/Adolescent Services.

Responses for CPRC Consumers: These responses were similar to those for all consumers. (See Table 3). The respondents noted highest satisfaction with the crisis staff being courteous, friendly, and understanding (mean of 3.93). Their lowest satisfaction ratings were found for both the promptness of the response of the staff and how crisis staff knew how to get things done (mean of 3.76).

Table 3. CPS Frequency Table for CPRC Consumers

<i>How satisfied are you...</i>	Not at all Satisfied	Not Satisfied	Okay	Satisfied	Very Satisfied	Mean(a)
That the crisis staff responded promptly to your needs?	45 (8.4%)	34 (6.3%)	124 (23.1%)	124 (25.3%)	198 (36.9%)	3.76
That the crisis staff was courteous, friendly, and understanding?	32 (6.0%)	32 (6.0%)	101 (18.9%)	143 (26.8%)	225 (42.2%)	3.93
With how the crisis staff knew about how to get things done?	43 (8.1%)	41 (7.7%)	119 (22.4%)	126 (23.7%)	202 (38.0%)	3.76
That you got the help you needed?	45 (8.5%)	38 (7.2%)	101 (19.0%)	136 (25.6%)	211 (39.7%)	3.81
With the overall crisis services you received?	40 (7.5%)	35 (6.6%)	103 (19.4%)	136 (25.6%)	217 (40.9%)	3.86
(a) Scale: 1=Not at all Satisfied . . . 5=Very Satisfied.						

Responses for Non-CPRC Consumers: The Non-CPRC Consumers were as satisfied with the crisis intervention services as the other groups. The lowest rating for this category was that the person got the help they needed (mean of 3.58) with 56.9% of consumers rating at least a *satisfied* rating. Table 4 presents these findings. The highest satisfaction was found with the courteousness, friendliness and understanding of the crisis staff (mean of 3.95).

Table 4. CPS Frequency Table for Non-CPRC Consumers

<i>How satisfied are you...</i>	Not at all Satisfied	Not Satisfied	Okay	Satisfied	Very Satisfied	Mean(a)
That the crisis staff responded promptly to your needs?	24 (7.4%)	30 (9.2%)	90 (27.6%)	85 (26.1%)	97 (29.8%)	3.62
That the crisis staff was courteous, friendly, and understanding?	16 (5.0%)	20 (6.2%)	66 (20.5%)	83 (25.8%)	137 (42.5%)	3.95
With how the crisis staff knew about how to get things done?	22 (7.0%)	26 (8.2%)	80 (25.3%)	87 (27.5%)	101 (32.0%)	3.69
That you got the help you needed?	32 (10.0%)	37 (11.6%)	69 (21.6%)	78 (24.4%)	104 (32.5%)	3.58
With the overall crisis services you received?	23 (7.1%)	33 (10.2%)	71 (22.0%)	82 (25.4%)	114 (35.3%)	3.72
<i>(a) Scale: 1=Not at all Satisfied . . . 5=Very Satisfied.</i>						

Responses for Children/Adolescents: The responses of children and adolescents showed significantly lower satisfaction with the general services they received from the Division of Comprehensive Psychiatric Services. Their satisfaction with the crisis services, however, was similar to adults. There were, however, only 27 respondents to this series of items. The highest satisfaction rating pertained to the crisis staff being courteous, friendly, and understanding (mean of 3.93). The respondents gave a lower satisfaction rating in their answers to the question asking if the help the adolescent or child received was what was needed (mean of 3.52). (See Table 5.)

Table 5. CPS Frequency Table for Child/Adolescent Consumers

<i>How satisfied are you...</i>	Not at all Satisfied	Not Satisfied	Okay	Satisfied	Very Satisfied	Mean(a)
That the crisis staff responded promptly to your needs?	2 (7.4%)	2 (7.4%)	9 (33.3%)	4 (14.8%)	10 (37.0%)	3.67
That the crisis staff was courteous, friendly, and understanding?	1 (3.7%)	1 (3.7%)	5 (18.5%)	12 (44.4%)	8 (29.6%)	3.93
With how the crisis staff knew about how to get things done?	2 (7.4%)	2 (7.4%)	6 (22.2%)	10 (37.0%)	7 (25.9%)	3.67
That you got the help you needed?	4 (14.8%)	1 (3.7%)	7 (25.9%)	7 (25.9%)	8 (29.6%)	3.52
With the overall crisis services you received?	1 (3.7%)	3 (11.1%)	7 (25.9%)	7 (25.9%)	9 (33.3%)	3.74
<i>(a) Scale: 1=Not at all Satisfied . . . 5=Very Satisfied.</i>						

Responses of Families of Consumers Served

The responses of the families of the consumers that were served were assessed in two categories: (1) CPRC families; and (2) Child/Adolescent families. The families were more satisfied than the consumers. However, their satisfaction was not significantly different than that of the consumers themselves.

Overall, families were relatively satisfied with the crisis service. They were most satisfied that the crisis staff was courteous, friendly, and understanding (mean of 4.15). They were least satisfied that they had received the help they needed (mean of 3.79). See Table 6.

Table 6. CPS Frequency Table for Families

How satisfied are you...	Not at all Satisfied	Not Satisfied	Okay	Satisfied	Very Satisfied	Mean(a)
That the crisis staff responded promptly to your needs?	3 (3.3%)	4 (4.4%)	24 (26.7%)	29 (32.2%)	30 (33.3%)	3.88
That the crisis staff was courteous, friendly, and understanding?	1 (1.1%)	2 (2.2%)	19 (21.3%)	28 (31.5%)	39 (43.8%)	4.15
With how the crisis staff knew about how to get things done?	4 (4.4%)	5 (5.6%)	19 (21.1%)	30 (33.3%)	32 (35.6%)	3.90
That you got the help you needed?	7 (7.7%)	6 (6.6%)	19 (20.9%)	26 (28.6%)	33 (36.3%)	3.79
With the overall crisis services you received?	4 (4.4%)	3 (3.3%)	25 (27.8%)	27 (30.0%)	31 (34.4%)	3.87
(a) Scale: 1=Not at all Satisfied . . . 5=Very Satisfied.						

Responses of CPRC Families: The responses of the families of the CPRC consumers showed the most satisfaction in their answers to the question asking if the crisis staff was courteous, friendly, and understanding (mean of 4.05). The families were least satisfied that the staff had responded promptly to their needs (mean of 3.72). (See Table 7.)

Table 7. CPS Frequency Table for CPRC Families *

How satisfied are you...	Not at all Satisfied	Not Satisfied	Okay	Satisfied	Very Satisfied	Mean(a)
That the crisis staff responded promptly to your needs?	2 (5.1%)	3 (7.7%)	12 (30.8%)	9 (23.1%)	13 (33.3%)	3.72
That the crisis staff was courteous, friendly, and understanding?	1 (2.6%)	1 (2.6%)	10 (26.3%)	9 (23.7%)	17 (44.7%)	4.05
With how the crisis staff knew about how to get things done?	2 (5.1%)	4 (10.3%)	9 (23.1%)	9 (23.1%)	15 (38.5%)	3.79
That you got the help you needed?	3 (7.7%)	4 (10.3%)	8 (20.5%)	8 (20.5%)	16 (41.0%)	3.77
With the overall crisis services you received?	3 (7.7%)	1 (2.6%)	11 (28.2%)	10 (25.6%)	14 (35.9%)	3.79
(a) Scale: 1=Not at all Satisfied . . . 5=Very Satisfied.						
* Although children could be served in the CPRC Program, the youngest aged consumer who responded to the survey was 18 years of age.						

Responses of Child/Adolescent Families: The families of children and adolescents who were served by the Division of Comprehensive Psychiatric Services were slightly more satisfied with crisis intervention than the CPRC families. For each item, at least 65% of the families were *satisfied* or *very satisfied*. Over 80% of these families were *satisfied* or *very satisfied* with the courteousness, friendliness and understanding of the crisis staff. Families were least satisfied that they received the help they needed. (See Table 8.)

Table 8. CPS Frequency Table for Child/Adolescent Families

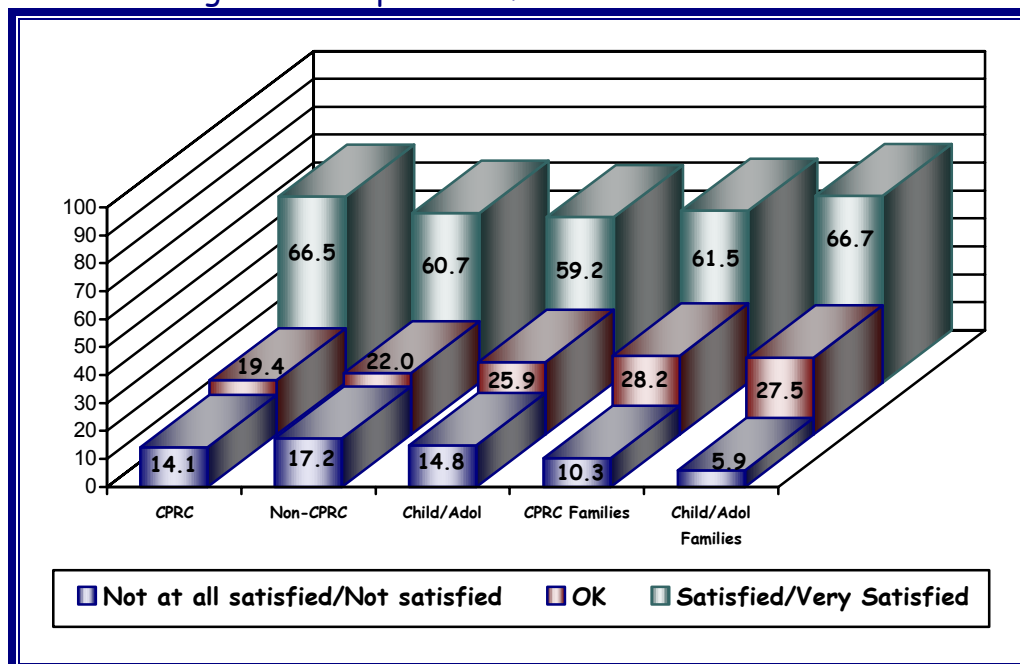
<i>How satisfied are you...</i>	Not at all Satisfied	Not Satisfied	Okay	Satisfied	Very Satisfied	Mean(a)
That the crisis staff responded promptly to your needs?	1 (2.0%)	1 (2.0%)	12 (23.5%)	20 (39.2%)	17 (33.3%)	4.00
That the crisis staff was courteous, friendly, and understanding?		1 (2.0%)	9 (17.6%)	19 (37.3%)	22 (43.1%)	4.22
With how the crisis staff knew about how to get things done?	2 (3.9%)	1 (2.0%)	10 (19.6%)	21 (41.2%)	17 (33.3%)	3.98
That you got the help you needed?	4 (7.7%)	2 (3.8%)	11 (21.2%)	18 (34.6%)	17 (32.7%)	3.81
With the overall crisis services you received?	1 (2.0%)	2 (3.9%)	14 (27.5%)	17 (33.3%)	17 (33.3%)	3.92

(a) 1=Not at all Satisfied . . . 5= Very Satisfied.

Comparison of Overall Satisfaction

Some respondents completed more than one questionnaire. A comparison was made between the overall satisfaction levels of these groups with the crisis services. (See Figure 2.) This comparison was based on the question that asked how satisfied the individual was *with the overall crisis services you received*.

Figure 2. Comparison of Overall Crisis Services



The CPRC consumers and the child/adolescent families had the highest satisfaction ratings for the overall crisis services (66.5% and 66.7% respectively).. The children and adolescents had the lowest overall satisfaction rating (59.2%). The families of children and adolescents were the least dissatisfied with these services (5.9%). The highest *not satisfied* rating occurred for the non-CPRC consumers (17.2%).

Comparisons between Demographics of the Sample

The responses of the different demographic groups within the sample were compared to determine if there were any differences in satisfaction associated with any of the groupings. The following variables were used in this analysis: (1) gender; (2) racial/ethnic background; (3) age; (4) residential setting; (5) lived in residential treatment during past year; (6) type of service (CPRC, Non-CPRC), (7) number of times used crisis intervention. For each of these demographic groups, comparisons were made between the responses from consumers and from their families.

Gender: There were no differences between the satisfaction of males or females either for consumer or families. (See Table 9.) Male consumers were slightly more satisfied than females.

**Table 9. CPS Consumers and Family Satisfaction of Crisis Services
by Gender -All Regions Combined**

<i>How satisfied are you...</i>		Male	Female
1. that the crisis staff responded promptly to your needs?	Consumer	3.73 (274)	3.70 (602)
	Family	3.92 (52)	3.85 (34)
2. that the crisis staff was courteous, friendly, and understanding?	Consumer	3.97 (270)	3.93 (598)
	Family	4.13 (52)	4.15 (33)
3. with how the crisis staff know about how to get things done?	Consumer	3.79 (270)	3.72 (589)
	Family	3.94 (52)	3.88 (34)
4. that you got the help you needed?	Consumer	3.77 (271)	3.70 (593)
	Family	3.73 (52)	3.88 (34)
5. with the overall crisis services you received?	Consumer	3.86 (269)	3.78 (597)
	Family	3.85 (52)	3.94 (34)
<i>Scale: 1=Not at all Satisfied . . . 5= Very Satisfied.</i>			

Racial/Ethnic Background: In the area of racial/ethnic background, there were no significant differences. The ratings of those of Pacific Islander background were more dissatisfied than the other categories. It should be noted, however, that there were only two individuals in this group. (See Table 10.)

**Table 10. CPS Consumers and Family Satisfaction of Crisis Services
by Race - All Regions**

<i>How satisfied are you...</i>		White	Black	Hispanic	Native American	Pacific Islander	Other
1. that the crisis staff responded promptly to your needs?	Consumer	3.72 (767)	3.76 (71)	3.29 (7)	3.36 (11)	2.50 (2)	3.91 (11)
	Family	3.88 (66)	3.60 (15)	4.33 (3)			
2. that the crisis staff was courteous, friendly, and understanding?	Consumer	3.97 (761)	3.86 (69)	3.86 (7)	3.55 (11)	2.50 (2)	4.00 (11)
	Family	4.22 (66)	4.07 (15)	5.00 (2)			
3. with how the crisis staff know about how to get things done?	Consumer	3.75 (753)	3.65 (69)	3.71 (7)	3.55 (11)	2.50 (2)	4.09 (11)
	Family	3.94 (66)	3.80 (15)	4.00 (3)			
4. that you got the help you needed?	Consumer	3.74 (757)	3.64 (69)	3.29 (7)	3.45 (11)	2.50 (2)	4.00 (11)
	Family	3.82 (67)	3.67 (15)	4.00 (3)			
5. with the overall crisis services you received?	Consumer	3.82 (760)	3.72 (69)	3.57 (7)	3.73 (11)	2.50 (2)	4.00 (11)
	Family	3.89 (66)	3.67 (15)	4.00 (3)			
<i>Scale: 1=Not at all Satisfied . . . 5= Very Satisfied.</i>							

Age: Age was divided into three categories: (1) 0 through 17 years of age; (2) 18 through 49 years of age; and (3) 50 years and over. Here, again, there were no significant differences in the satisfaction. Families of children and adolescents tended to have higher satisfaction rates. Those who were over 50 years of age had the lowest satisfaction, but there were only five individuals in the 50 years and over category. (See Table 11.)

**Table 11. CPS Consumers and Family Satisfaction of Crisis Services
by Age - All Regions**

<i>How satisfied are you...</i>		0-17	18-49	50+
1. that the crisis staff responded promptly to your needs?	Consumer	3.80 (25)	3.67 (503)	3.70 (116)
	Family	4.00 (50)	3.86 (28)	3.80 (5)
2. that the crisis staff was courteous, friendly, and understanding?	Consumer	4.08 (25)	3.91 (500)	4.01 (113)
	Family	4.22 (50)	3.96 (28)	4.00 (5)

**Table 11. CPS Consumers and Family Satisfaction of Crisis Services
by Age - All Regions (continued)**

<i>How satisfied are you...</i>		0-17	18-49	50+
3. with how the crisis staff know about how to get things done?	Consumer	3.80 (25)	3.71 (496)	3.80 (112)
	Family	3.98 (50)	3.89 (28)	3.60 (5)
4. that you got the help you needed?	Consumer	3.72 (25)	3.66 (499)	3.83 (113)
	Family	3.80 (51)	3.82 (28)	3.60 (5)
5. with the overall crisis services you received?	Consumer	3.84 (25)	3.76 (500)	3.88 (113)
	Family	3.92 (50)	3.86 (28)	3.40 (5)
<i>Scale: 1=Not at all Satisfied . . . 5= Very Satisfied.</i>				

Residential Setting: There was no consistent pattern in the responses of the consumers or the families based on the residential setting of the consumer. Table 12 presents these findings.

**Table 12. CPS Consumers and Family Satisfaction of Crisis Services
by Current Living Situation - All Regions**

<i>How satisfied are you...</i>		Independent	Group Home	Residential Treatment Facility	Home-less	Biological Parents	Other
1. that the crisis staff responded promptly to your needs?	Consumer	3.73 (689)	3.77 (74)	3.65 (40)	3.56 (9)	4.25 (16)	3.24 (38)
	Family	3.53 (32)	4.00 (3)	4.00 (2)	-	3.98 (40)	4.33 (12)
2. that the crisis staff was courteous, friendly, and understanding?	Consumer	3.98 (684)	3.81 (73)	4.00 (40)	3.87 (8)	4.12 (16)	3.60 (37)
	Family	3.84 (31)	4.00 (3)	5.00 (2)	-	4.23 (40)	4.50 (12)
3. with how the crisis staff know about how to get things done?	Consumer	3.76 (675)	3.59 (74)	3.80 (40)	3.78 (9)	4.25 (16)	3.42 (36)
	Family	3.53 (32)	4.33 (3)	5.00 (2)	-	4.00 (40)	4.17 (21)
4. that you got the help you needed?	Consumer	3.73 (680)	3.62 (74)	3.90 (40)	3.89 (9)	4.00 (16)	3.56 (36)
	Family	3.59 (320)	4.67 (3)	4.50 (2)	-	3.78 (40)	3.92 (13)
5. with the overall crisis services you received?	Consumer	3.82 (682)	3.72 (74)	3.88 (40)	4.11 (9)	4.25 (16)	3.42 (36)
	Family	3.59 (32)	4.33 (3)	5.00 (2)	-	3.90 (40)	4.08 (12)
<i>Scale: 1=Not at all Satisfied . . . 5= Very Satisfied.</i>							

Lived in Residential Treatment Facility: Whether the individual had resided in a residential treatment facility during the past year did not make a difference on their rating of satisfaction with the crisis service. (See Table 13.) The ratings were almost identical.

Table 13. CPS Consumers and Family Satisfaction of Crisis Services of Those Who Lived and Did Not Live in a Residential Treatment Facility - All Regions

<i>How satisfied are you...</i>		Yes	No
1. that the crisis staff responded promptly to your needs?	Consumer	3.67 (163)	3.72 (692)
	Family	4.09 (22)	3.83 (64)
2. that the crisis staff was courteous, friendly, and understanding?	Consumer	3.94 (159)	3.94 (688)
	Family	4.14 (22)	4.16 (64)
3. with how the crisis staff know about how to get things done?	Consumer	3.73 (160)	3.75 (679)
	Family	3.91 (22)	3.92 (64)
4. that you got the help you needed?	Consumer	3.72 (162)	3.72 (682)
	Family	3.78 (23)	3.77 (64)
5. with the overall crisis services you received?	Consumer	3.83 (160)	3.80 (686)
	Family	3.86 (22)	3.84 (64)
<i>Scale: 1=Not at all Satisfied . . . 5= Very Satisfied.</i>			

Type of Service Received: The type of service received (e.g., CPRC, non-CPRC, child/adolescent) was the focus of a series of analyses. There was a significant difference on one item when comparing the consumer responses. Those in the CPRC category rated their satisfaction significantly higher than those in the non-CPRC and child/adolescent sample ($F(2,881)=3.561, p=.029$). There were no other significant findings. (See Table 14.)

Table 14. CPS Consumers and Family Satisfaction of Crisis Services across Programs - All Regions

<i>How satisfied are you...</i>		CPRC Adult	Non-CPRC Adult	Child/ Adolescent
1. that the crisis staff responded promptly to your needs?	Consumer	3.76 (537)	3.62 (326)	3.67 (27)
	Family	3.72 (39)		4.00 (51)
2. that the crisis staff was courteous, friendly, and understanding?	Consumer	3.93 (533)	3.95 (322)	3.93 (27)
	Family	4.05 (38)		4.22 (51)
3. with how the crisis staff know about how to get things done?	Consumer	3.76 (531)	3.69 (316)	3.67 (27)
	Family	3.79 (39)		3.98 (51)

Table 14. CPS Consumers and Family Satisfaction of Crisis Services
across Programs - All Regions *(continued)*

<i>How satisfied are you...</i>		CPRC Adult	Non-CPRC Adult	Child/ Adolescent
4. that you got the help you needed?	Consumer	3.81 (531)	3.58 (320)	3.52 (27)
	Family	3.77 (39)		3.81 (52)
5. with the overall crisis services you received?	Consumer	3.86 (531)	3.72 (323)	3.74 (27)
	Family	3.79 (39)		3.92 (51)
<i>Scale: 1=Not at all Satisfied . . . 5= Very Satisfied.</i>				

Number of Times Used Crisis Services: The number of times that the crisis service was used were coded into four categories: (1) one, (2) two through five; (3) six through ten; and (4) over ten. There were no significant differences when comparing those who had used the crisis service a few or many times. (See Table 15.)

Summary

One part of the Consumer Satisfaction of the Department of Mental Health focused on crisis services. Following are the findings from these items.

- Overall, consumers rated their satisfaction relatively high on all items. Consumers were most satisfied with the friendliness, courtesy, and understanding of the crisis staff. Families were most satisfied also with the friendliness, courtesy, and understanding of the crisis staff.
- Consumers were least satisfied with how promptly the crisis staff responded to their needs (mean of 3.70).
- Families were the least satisfied with the help they received (mean of 3.79).
- There was only one significant difference in the satisfaction responses when the demographic groupings were compared. Consumers in CPRC were most satisfied that the help they received was what they needed.

The Consumer Satisfaction Survey is conducted and analyzed by staff of the University of Missouri-Kansas City Institute for Human Development, under the direction of Gary Harbison, Outcomes Coordinator, Office of Quality Management, Missouri Department of Mental Health. Thanks to the consumers, family members and providers who helped design this survey and provided information for this report.